

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3333

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162971	2/26/2009	3/18/2009	3/18/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	19302 Interstate 45	Spring	TX	77373		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired with safety on	Concern:1028 Fired With Safe ON			
C				

3/23/09 per letter with rifle, customer wants factory certification that the gun is safe. Claims the gun fired with the safety switch engaged when the bolt was closed.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71275968	BA	1/25/2006 3:21:44 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE,RINGS,BASE	U			

CONCERN:FIRED WITH SAFETY ON

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
replace TPA at no charge as goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
109.16	3/23/2009

3/23/09 Could not duplicate concern. Check over completely, replace TPA to restore confidence in rifle.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 7MM REM MAG
	Date Code		BA

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	Other Remington	

## Address Information

FFI

## Repair Search

**Refresh**

**Close**

8/4.46

15

35

17.50

12

15

109.16

RECEIVED  
MAR 23 2009  
BY: \_\_\_\_\_



3333

3A1/06  
65#

## Service Request

Service Order # 2967

### SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726  
14 Hoefler Ave

Ilion, NY 13357

Attn: Warranty Repair

Date Shipped: 02/03/2009

Phone: (000) 000-0000

### RETURN SHIP TO:

Gander Mountain, FFL# 5-76-201-01-8B-01220  
Attn: Gun Parts Dept.  
19302 Interstate 45  
Spring, TX 77373

### FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.  
Model: 710

Type: Rifle  
Cal/Ga.: 7mm. Mag

Serial Number: 71275968  
Cased?: ☐

### DESCRIPTION OF ITEM RETURNED:

Complete firearm package w/scope mounted and one mag

### REASON FOR RETURN:

Customer wants Factory certification that gun is safe. Claims the gun fired with the safety switch engaged when the bolt was closed.

### ATTENTION VENDOR

Please contact me with any questions or concerns.

**Jerry Dawkins**

### BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

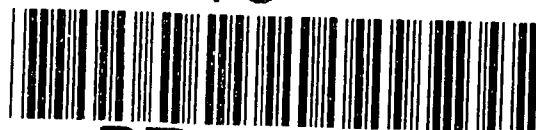
**SHIP TO ABOVE ADDRESS**

Forward all invoices to: **Gander Mountain**  
**Attn: Cindy Kilbride**  
**180 East Fifth Street**  
**St. Paul, MN 55101**

could not duplicate concern.  
check over completely. replace  
TPA to restore confidence  
in rifle. N/C  
#230145

71275968

Model: 710



RE00162971